

# ELIGIBILITY OPERATIONS REVIEW TEAM UPDATE

Social Services Advisory Board  
April 12, 2012

# Team Overview

- ▣ Formed to analyze and implement recommendations from the InTelegy Report.
- ▣ Scope has broadened to do a comprehensive review of Eligibility operations, identify improvements and implement accordingly.
- ▣ Participation will include employees in frontline and supervisory roles, and staff from outside Eligibility services.

# Team Organization

## ▣ Service Delivery

- ACCESS
- FRC Operations



## ▣ Infrastructure

- Information Technology
- Facilities



# Team Organization

- ▣ Oversight
  - Policy Development
  - Data/Metrics/Evaluation
  - Communication



- ▣ Resources
  - Hiring and Training
  - Grants
  - Finance



# Infrastructure Update

## In Progress

- ▣ Testing of the Client Relationship Management (CRM) tool will begin May 2012.
- ▣ Construction and remodeling of lobby areas at El Cajon and Escondido FRCs underway.

## Next Steps

- ▣ Reconfigure space at the Lemon Grove Family Resource Center for the Mail Imaging Center.
- ▣ Initiate staff moves in support of build-out of Mission Valley office to expand ACCESS.



# Resources Update

- ▣ Recruitment and hiring of staff to support public assistance functions has begun. Current plan:

Date	Staff and Location
Varies	20 clerical staff report to Mail Imaging Center
May 4, 2012	16 Human Services Specialists report to Family Resource Centers
June 1, 2012	24 Human Services Specialists report to ACCESS
August 10, 2012	20 Human Services Specialists report to ACCESS 20 Human Services Specialists report to Family Resource Centers
August 24, 2012	20 Human Services Specialists report to ACCESS 40 Human Services Specialists report to Family Resource Centers
September 2012	20 Human Services Specialists report to ACCESS

# Service Delivery

## In Progress

- ▣ Added an additional service window at Lemon Grove Family Resource Center that supports document scanning at point of entry.
- ▣ Updated self-service option at ACCESS to:
  - Allow clients to update personal information and check on status reports.
  - Allow social service providers to check case status of more than one client during the same call.

## Next Steps

- ▣ Adding additional service windows at South Region Family Resource Center.

# Oversight

- ▣ Management Operations Reporting Unit is now a stand-alone unit focusing on data analysis and reporting for eligibility services.
- ▣ Established a communications team to:
  - Improve information exchange internally between support programs and operations.
  - Strengthen communication between eligibility programs and clients and the community.



# Oversight, Continued

## Communication Update:

- ▣ Internal: How are we engaging and informing staff?
- ▣ External: Efforts to keep stakeholders and customers informed.
- ▣ Areas to pursue:
  - Developing tools to support staff communication with customers.
  - Monitoring trends and issues in feedback and complaint processes.
  - Improving presentation and availability of program information.

# Questions and Comments?